

Vaccine Temperature Incident Information

Manufacturer Quality Control Office -Telephone Numbers

As soon as out-of-range temperatures are detected, immediate action should be taken. First try to get the vaccines into a stable in-range temperature environment. Make sure no vaccine is administered from the unit involved until the situation is under control and the vaccine status is understood. Gather time and temperature information. Contact the Idaho Immunization Program at 208-334-5931, you will be connected to a staff member who will help you with the incident, then you will be instructed to contact the applicable vaccine manufacturer/s to find out if the vaccines are lost or if they are okay to use.

For temperature incidents where refrigerator temps are found to be below 32° Fahrenheit, almost all vaccines will be lost. However in warmer temperature incidents above 46° Fahrenheit some vaccines may not be affected and may be okay to use.

When calling vaccine manufacturers you will probably be connected to a voice message system which will ask you to pick the option of the department that you want to talk to. Choose the option/number for vaccine storage and handling or for vaccine orders. If you reach an operator ask to be connected with someone who can help you with vaccine temperature incident questions.

Please return all expired and wasted vaccine to the IIP. The IIP recommends placing the returning vaccines in a cardboard box just large enough to accommodate them, since they are glass vials you may wish to write "Fragile Glass" on the outside of the box. State supplied vaccines are not considered hazardous so no other identification is needed. Please mail the vaccines (cheapest rate possible) back to the IIP at the following address: Idaho Dept of Health and Welfare, Immunization Program 4th floor, P O Box 83720, Boise Id 83720-0036.

Manufacturer/ Distributor	Telephone Number	Vaccines
Sanofi Pasteur www.us.aventispasteur.com	800-822-2463	DTaP, DT, Td, Menomune, Menactra, IPV, TdaP, and Influenza (Fluzone)
GlaxoSmithKline www.gsk.com/products/vaccines.jsp	866-475-8222 888-825-5249	DTaP, DTaP-HepB-IPV, Hep A, Hep B, HepA-HepB (Twinrix), and TdaP
Merck www.merck.com	800-609-4618 800-672-6372	Hib, Hib-Hep B (Comvax), Pneumo 23, Hep A, Hep B, MMR, Measles, Mumps, Rubella, and Varicella
Wyeth www.wyeth.com	800-999-9384 800-934-5556	Prevnar, Hib
MedImmune, Inc. www.medimmune.com	877-358-6478	Influenza (FluMist)
Chiron www.chiron.com/products/vaccines/index.html	800-244-7668	Influenza
Nabi Biopharmaceuticals www.nabi.com	800-635-1766	HBIG